
Beginning May 1, 2021, per CMS' finalized ruling [CMS-9115-F], as a condition of participation, all acute care hospitals, including psychiatric hospitals, and CAHs must show reasonable effort to send Patient Event Notifications (PEN) to a patient's primary care physician, other specialty providers identified by the patient, and applicable post-acute providers for coordination of care when a patient is admitted to, discharged from and/or transferred to another health care facility, provider, or practitioner.

In summary:

- At a minimum, hospitals must send notification (conformant with HL7 2.5.1 content exchange standard) that includes the patient name, treating practitioner name, sending facility name.
- Event notifications are required for all inpatients regardless of whether they are admitted from the ED, observation stay, or home.
- If a patient is admitted from the ED or Observation, the hospital will have to send a PEN at admission to the ED or OBS, and again when the patient is admitted as IP to the hospital.
- Hospitals are not required to obtain patient consent for sending a PEN for treatment, care coordination, or quality improvement purposes.
- Patients have the right to restrict the delivery of PENs.
- Hospitals must be able to show date/time/content of PENs for audits.

Pre-requisites:

- Thrive UX.
- Direct Message with In priva.
- IMS.
- Order for Patient Event Notification.
- Thrive Software version 20.17.11 or higher.

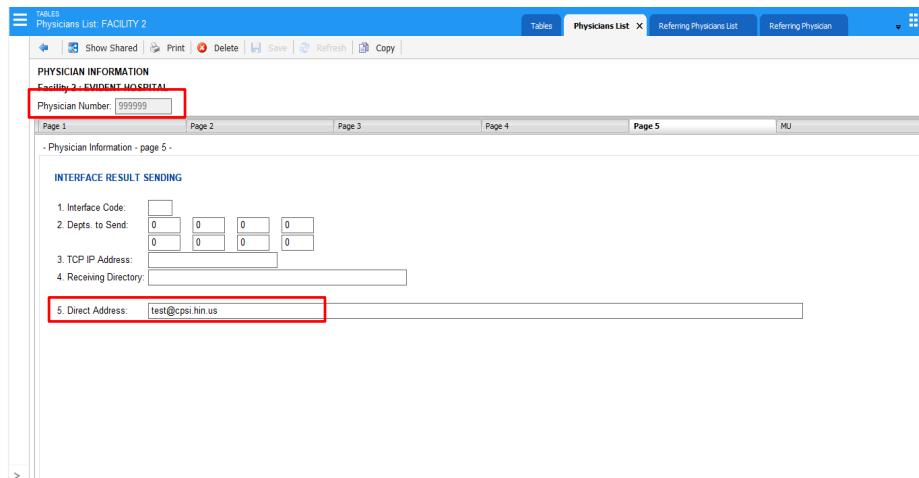
Thrive update (20.17.11) includes features that allow for the following:

- Thrive users' ability to manage the Patient Event Notification Care Team.
- Automated Patient Event Notifications on patient admission, discharge and/or transfer from the facility.
- Acquire the provider's preferences for notifications.
- Query and retrieve an outside provider's direct email address from a National Provider Directory.
- Track all PEN communications through Auditing tools.

Setup

The Patient Event Notifications will only be enabled if there is a Direct Address loaded on page 5 of the 999999 provider's physician table. This will serve as the originating message address for Patient Event Notifications.

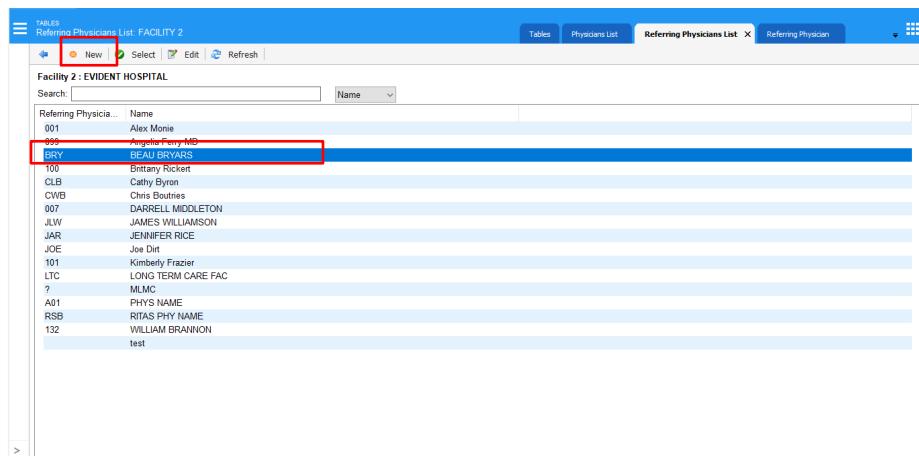
Thrive UX > Tables > Control > Physicians > Select "999999" Physician > pg 5



All providers and/or organizations that will need to receive Patient Event Notifications must be setup in the Referring Physician Table.

To access the **Referring Physician table**:

Thrive UX > Tables > Business Office > Referring Physician Table



Select New to create a new record or highlight an existing provider and select Edit to update an existing provider.

On the Referring Physician table, the following fields will need to be completed:

- **Direct Address:** The direct address is required for Patient Event Notifications to send.
- **Thrive Provider:** This field links a Thrive Provider to the Referring Physician record. This is used by a facility for the primary care provider (loaded on Person Profile) to automatically pull as a Patient Event Notification Care Team member. Selecting the lookup next to Thrive Provider field will display the Thrive Providers' directory. Select the provider to link to the Referring Physician table.
- **Patient Event Notification Preference:** This field determines which types of notifications a provider will receive. Providers may choose from the following options:
 - Send Admit/Discharge
 - Send Admit Only
 - Send Discharge Only
 - Do Not Send

NOTE: This Patient Event Notification Preference field defaults to blank upon the initial entry. Thrive's logic is set to send notifications for Admit and Discharge when this field is blank.

Accessing Patient Event Notification Care Team

There are multiple ways to access the Patient Event Notification Care Team within Thrive:

- Patient Profile – Care Team Event Notification Members may be added from a patient's profile.
Thrive UX > System Menu > Hospital Base Menu > Patient Profile > Select Patient > Contact/Billing Info Tab > Care Team Event Notifications

This screenshot shows the 'Accounts Receivable - Person Profile' screen in the Thrive UX system. The 'Care Team Event Notifications' tab is highlighted with a red box. The screen displays various patient information fields, including Name, Social Security, Demographics, Contact/Billing Info, Clinical Info, Insurance Coverage Listing, and Miscellaneous Information. The 'Care Team Event Notifications' tab is located in the bottom right corner of the main content area.

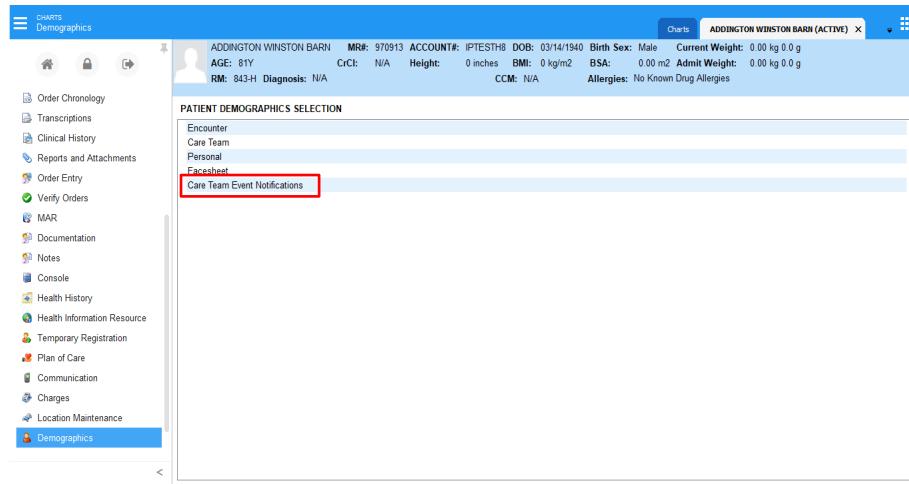
- Census – Care Team Event Notification Members may be added for an existing visit or during the registration of a new visit.

Thrive UX > System Menu > Hospital Base Menu > Enter Account Number > Census > Stay Tab > Care Team Event Notifications

This screenshot shows the 'Accounts Receivable - Registration and ADT' screen in the Thrive UX system. The 'Care Team Event Notifications' tab is highlighted with a red box. The screen displays patient registration details, clinical information, and various admission and discharge fields. The 'Care Team Event Notifications' tab is located in the bottom right corner of the main content area.

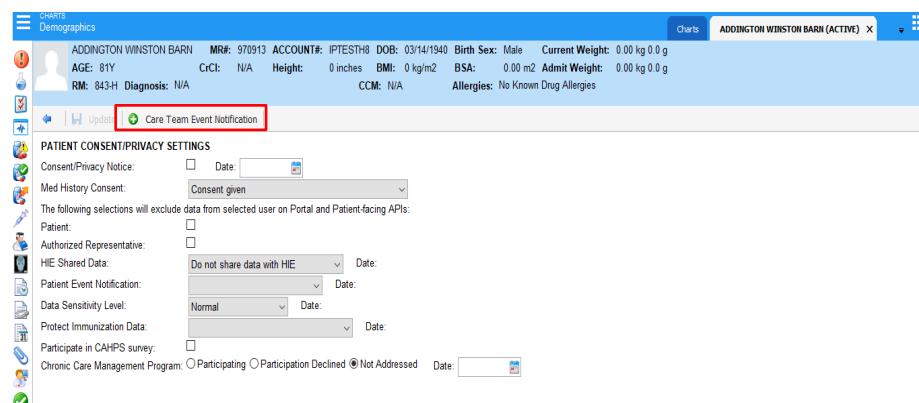
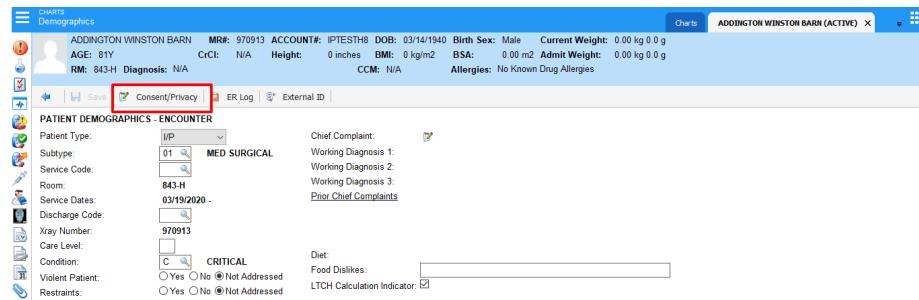
- Thrive UX Patient Demographics

Thrive UX > Charts > Select Account > Demographics > Back Arrow > Care Team Event Notifications



- Thrive UX Consent/Privacy Screen

Thrive UX > Charts > Select Account > Demographics > Consent/Privacy > Care Team Event Notification

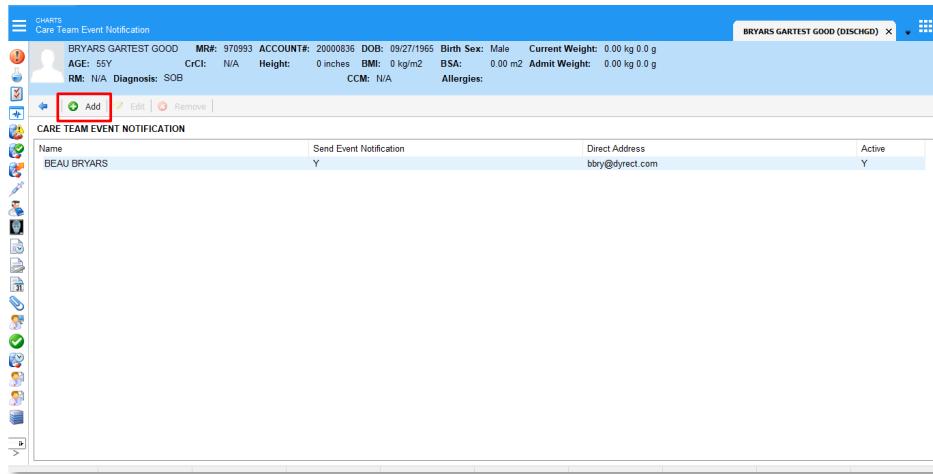


Adding Patient Event Notification Care Team Members

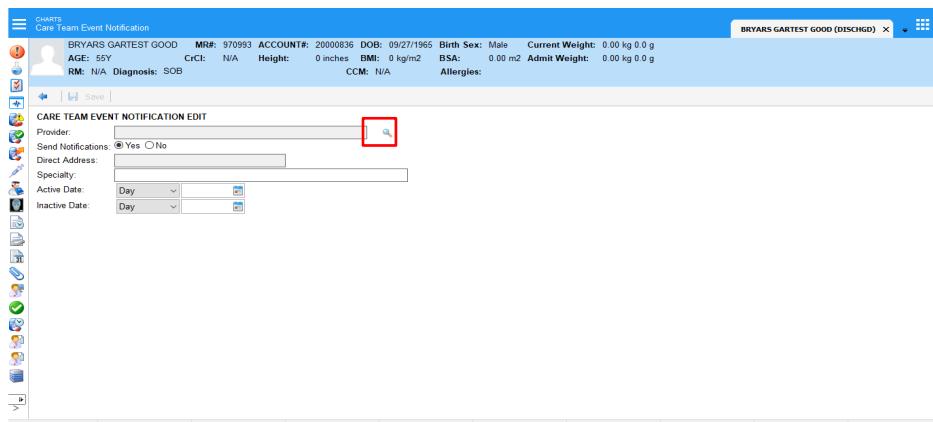
Selecting the Care Team Event Notifications will display the Care Team Event Notification screen into which Patient Event Notification Care Team members may be added. Please note, the Care Team Event Notification table is established/stored at the profile level. *When added, the Patient Event Notification Care Team and their preferences will pull forward to subsequent visits.*

As was noted previously, Thrive is capable of automatically pulling the primary care physician entered on the patient's profile to the Patient Event Notification Care Team if the physician is setup in Thrive's Physicians Table and is linked to a Referring Physician Table record.

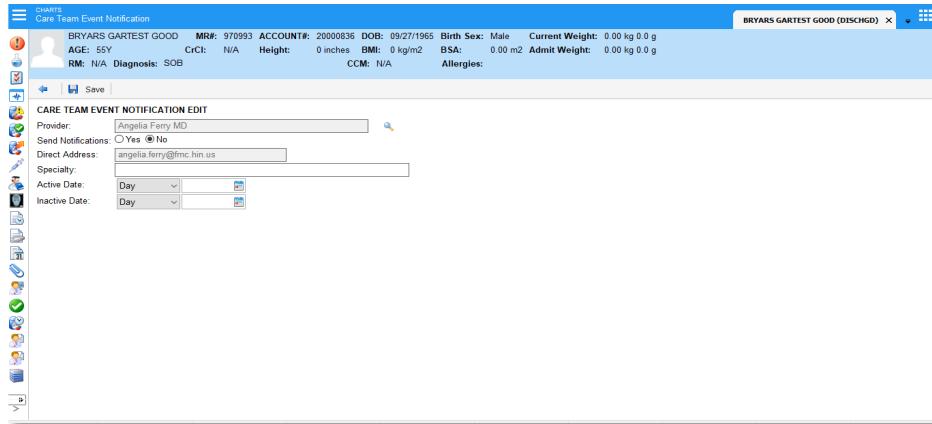
To add Patient Event Notification Care Team members, select **Add**.



On the Edit Screen, select the Search option to choose a provider. Please note the Search option is required. Once selected, the Referring Physician table will display, allowing for selection of a provider. Select the provider to add to the Patient Event Notification Care Team.



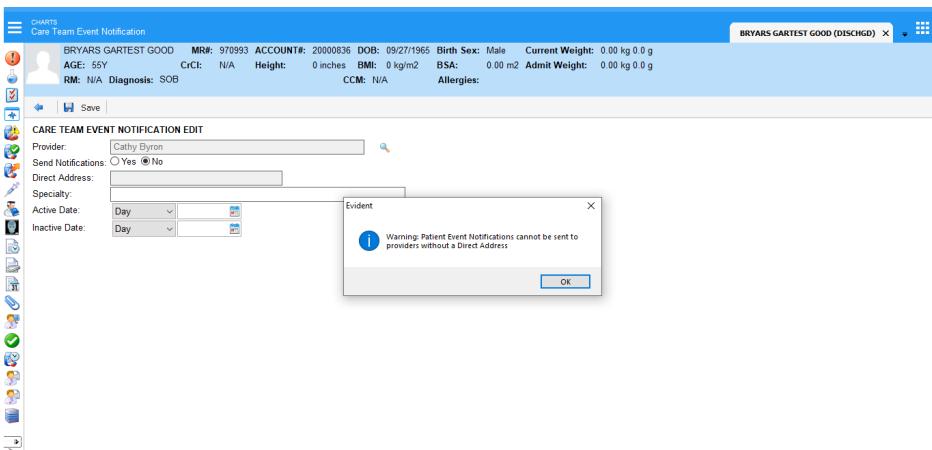
Once selected from the Referring Physicians listing, the physician and their Direct Address will display in the Care Team Event Notification Edit screen.



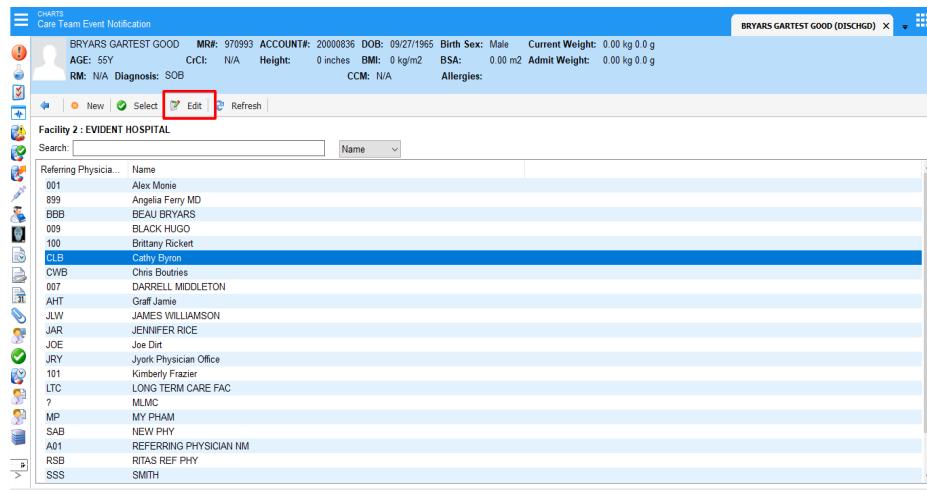
The Provider name and Direct Address fields are view only on this screen. However, the following fields may be changed:

- Send Notifications:** This determines if this Provider will receive Patient Event Notifications for this patient. Reminder, the Care Team Event Notifications list is stored at the Patient Profile level. This field Defaults to Yes.
- Active Date:** The starting date the provider may receive Patient Event Notifications for this patient. Note: If this field is blank, Thrive will send a Patient Event Notification.
- Inactive Date:** The date the provider will no longer receive Patient Event Notifications for this patient.

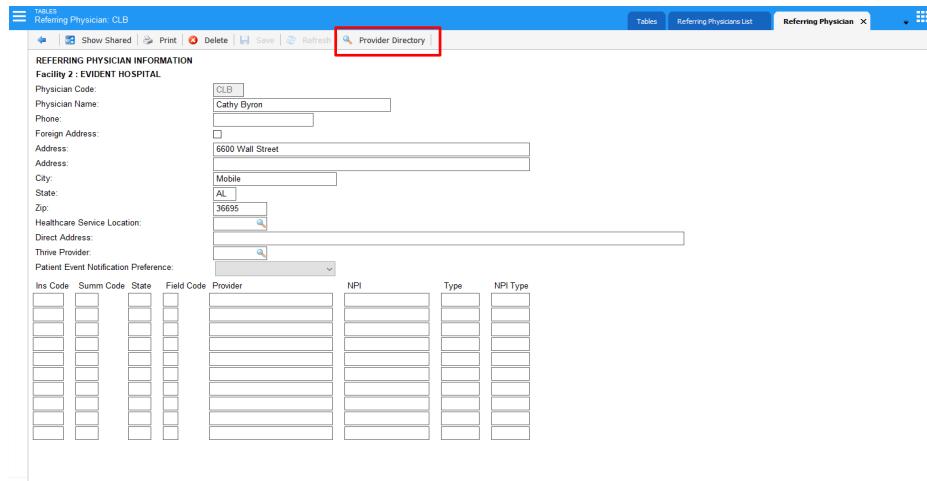
NOTE: A Warning will appear if the Direct Address is absent from the Referring Physician, and must be setup on the Referring Physician table before proceeding.



To add the direct address, select the Provider Search option again, highlight the desired provider and select **Edit**.

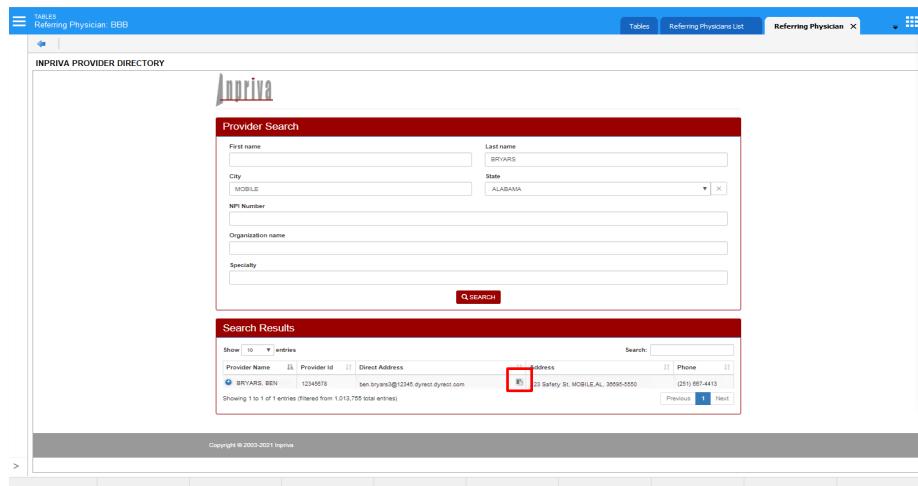


A new option in Thrive will access Inprivia's Provider Directory to assist in finding the Provider's direct address. The user may launch the Inprivia Provider Directory from within the Referring Physician Information screen, using the **Provider Directory** option.



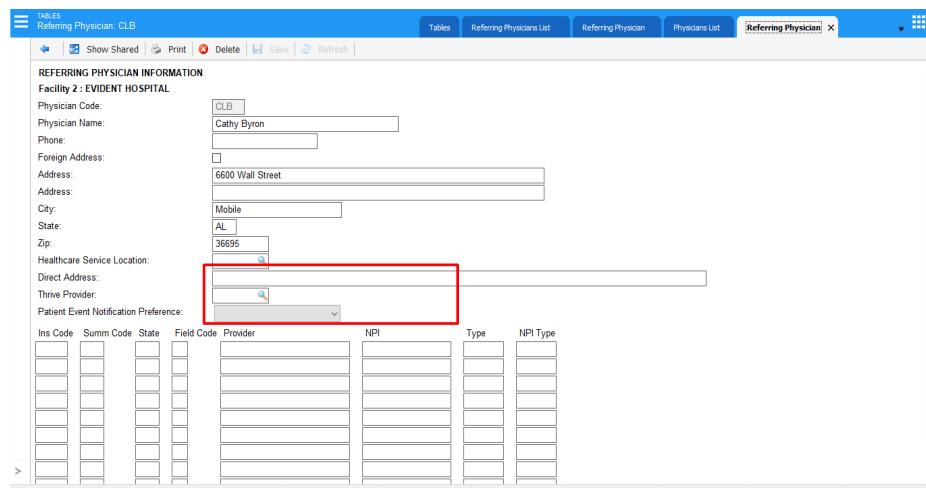
Within the Inprivia Provider Directory, users will be able to find their providers' direct address based on how they registered with Direct Trust. We have found that some registered as individual Providers, while others registered as members of organizations. Search options available within Inprivia are as follows:

- Name
- City/State
- Organization
- NPI Number
- Specialty



NOTE: This option is available to customers using Inprivia for direct secure messaging.

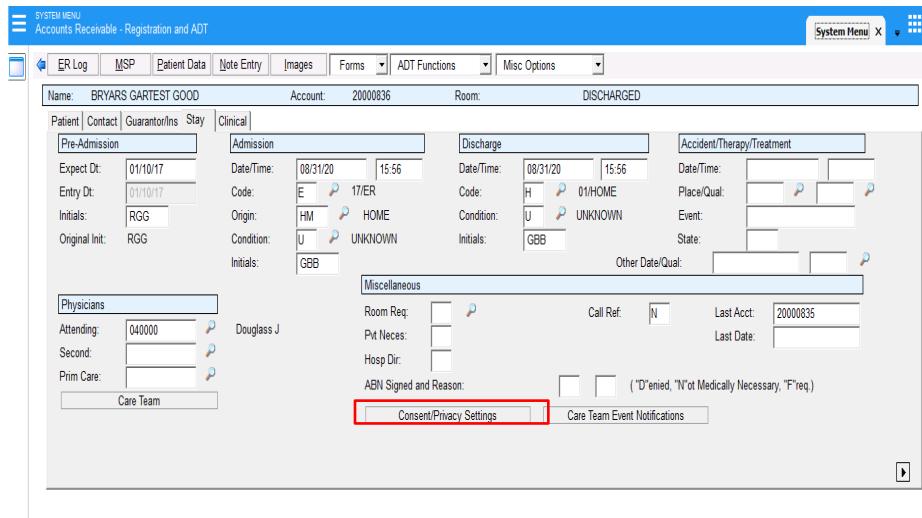
The user may copy and paste the Direct Address from their Inprivia search and select the appropriate Patient Event Notification Preference as needed.



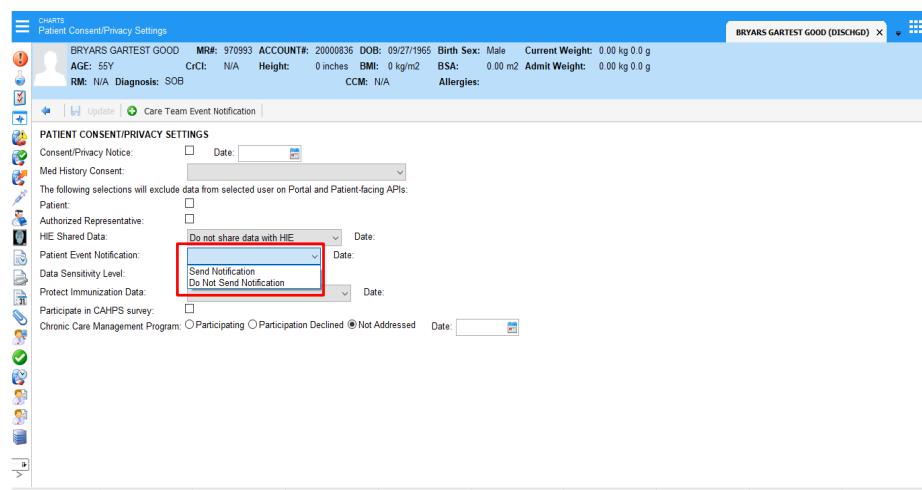
Patients May Restrict PEN Deliveries

While hospitals are not required to obtain patient consent to send a PEN for treatment, care coordination, or quality improvement purposes, patients do have the right to restrict the delivery of PENs. This is accomplished using the Consent/Privacy Settings from patient accounts:

Thrive UX > System Menu > Hospital Base Menu > Enter Account > Census > Stay tab

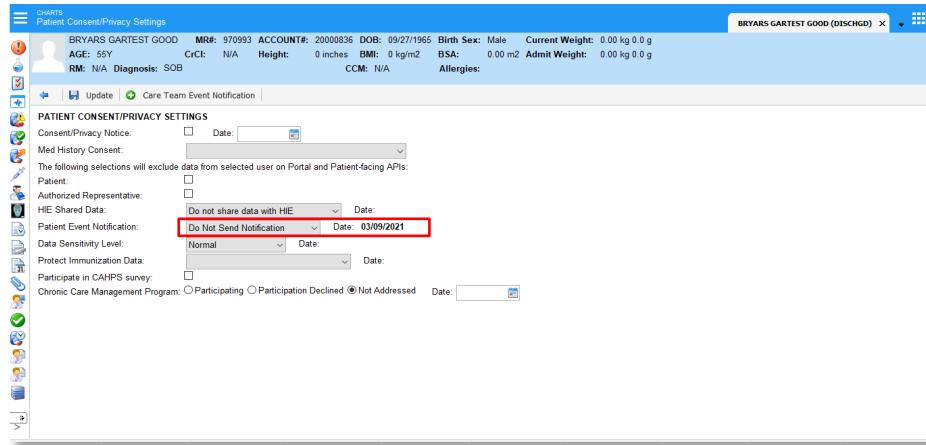


On the Patient Consent/Privacy Settings screen, users will find the additional field for controlling the sending of Patient Event Notifications for the patient. Reminder, the Patient Event Notifications settings are stored at the Patient Profile level. Therefore, this setting will apply to the current and subsequent visits until this setting is changed.



NOTE: This Patient Event Notification field will default to blank upon initial entry, and Thrive's logic has been set to Send Notifications when this field is blank.

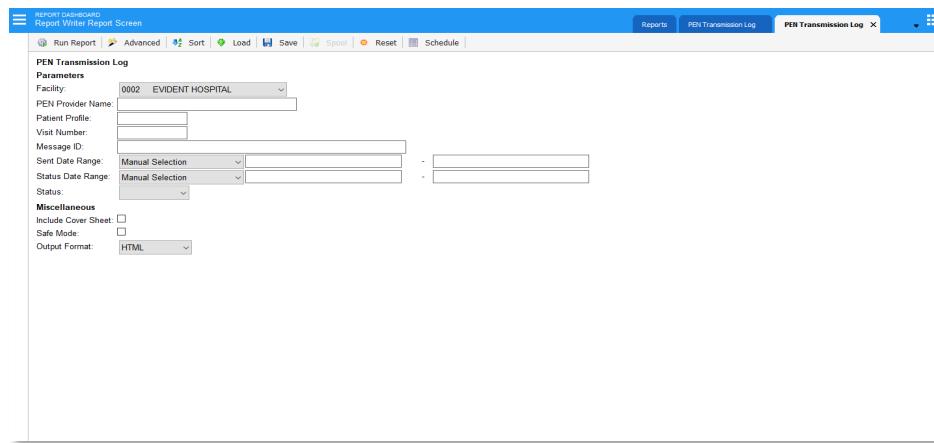
When addressed the Date field will be populated with the current date.



The PEN Transmission Log

The PEN Transmission Log report has been created to provide a tool to be used for Tracking and Audit purposes.

Report Dashboard > Add > PEN Transmission Log > Run



The report parameters are as follows:

PEN Provider Name: Enter a Provider Name or leave blank for all.

Patient Profile: Enter a Patient Profile number or leave blank for all.

Visit Number: Enter a visit number or leave blank for all.

Message ID: This refers to the Thrive generated Message ID, related to the IMS.

Sent Date Range: Users may utilize Relative Date Range options in the drop-down menu or manually enter this information.

Status Date Range: Users may utilize Relative Date Range options in the drop-down menu or manually enter this information.

Status: Options in the drop-down menu are Pending, Not Sent, Success, or Failure, or leave blank for all.

EVIDENT HOSPITAL PEN Transmission Log							
ARID	Patient Name	Profile #	Visit Number	Status	DateTime Sent	Transmissions.template	Status Date/Time
ab90aa93-4794-4fb8-9033-33cd22ca8b04 1	MATTHEWS DILLON M	4399	DM0330	Success	03/30/2021 10:15:46	03/30/2021 10:15:46	
PEN Provider: JENNIFER RICE	Event Type: A03 - DISCHARGE						
Sending Address: test@cpsl.hin.us							
Sent To Address: angelia.ferry@cpsl.hin.us							
Status Description: Message Sent From Thrive							
e475d320-aa5d-4175-adff-553754562e2 1	MATTHEWS DILLON M	4399	DM0330	Failure	03/30/2021 10:15:46	03/30/2021 10:15:46	
PEN Provider: Angelia Ferry MD	Event Type: A03 - DISCHARGE						
Sending Address: angelia.ferry@cpsl.hin.us							
Sent To Address: angelia.ferry@cpsl.hin.us							
Status Description: Failure disposition received from target HISP							
4e0020-344e-444e-a148-eb5d9d330193 1	MATTHEWS DILLON M	4399	DM0330	Not Sent	03/30/2021 10:15:46	03/30/2021 10:15:46	
PEN Provider: Chris Boutines	Event Type: A03 - DISCHARGE						
Sending Address: test@cpsl.hin.us							
Sent To Address: test@cpsl.hin.us							
Status Description: Provider/Organization Opted Out							
e0371-4311-400c-37827e488085 1	RICE DARBY MARIE	4239	RICE1111	Success	03/30/2021 08:41:09	03/30/2021 08:41:09	
PEN Provider: Graft Jamie	Event Type: A03 - TRANSFER TO INPATIENT						
Sending Address: test@cpsl.hin.us							
Sent To Address: angelia.ferry@cpsl.hin.us							
Status Description: Message Sent From Thrive							
1ba1bed4-123-4ab6-88ff-00ab2a07b0d 1	RICE DARBY MARIE	4239	RICE1111	Success	03/30/2021 08:41:09	03/30/2021 08:41:09	
PEN Provider: JENNIFER RICE	Event Type: A03 - TRANSFER TO INPATIENT						
Sending Address: test@cpsl.hin.us							
Sent To Address: test@cpsl.hin.us							
Status Description: Message Sent From Thrive							
e1f1a104-447d-aa07-0db082abafe 1	MATTHEWS DILLON M	4399	DM0330	Failure	03/30/2021 08:33:56	03/30/2021 08:33:56	
PEN Provider: Angelia Ferry MD	Event Type: A01 - ADMIT						
Sending Address: test@cpsl.hin.us							
Sent To Address: angelia.ferry@cpsl.hin.us							
Status Description: Failure disposition received from target HISP							
59e00dca-0d77-46bf-ae08-20f1906e00e 1	MATTHEWS DILLON M	4399	DM0330	Not Sent	03/30/2021 08:33:56	03/30/2021 08:33:56	
PEN Provider: Chris Boutines	Event Type: A01 - ADMIT						
Sending Address: test@cpsl.hin.us							

Page 1

The information contained in the report includes the following:

Message ID: The Thrive-generated Message ID related to the IMS communications.

PEN Provider: The name of the PEN Provider for whom the message was intended.

Sending Address: The Direct Address loaded in the Physician '999999' record.

Sent To Address: The Direct Address loaded in the PEN Provider's Referring Physician table.

Status Description: This message gives a further description of the success or failure of a PEN. If the transmission was a Success or is Pending, the "Message Sent From Thrive" verbiage appears. If the message was Not Sent the reason is specified with either the "Provider/Organization Opted Out" (meaning the provider opted out of receiving this message based on Patient Event Notification Preference setting in Referring Physician Information) or the "Patient Opted out" message. If the transmission failed, "Failure disposition received from target HISP" will appear on the report which means the targeted address was not available.

ARID: The Thrive Company Number assignment.

The report includes Patient Name, Profile #, Visit Number information, and Event type.

Status: The status of the message. The options are:

- Pending: Sent from Thrive, but not yet sent to Inprivia.
- Not Sent: No message sent due to either Patient or Provider opting out of the PEN transmission.
- Success: Message sent from Thrive to Inprivia and Inprivia was able to successfully send via direct to the provider/organization.
- Failure: Message sent from Thrive to Inprivia and Inprivia could not send the message via direct to the provider/organization.

Date/Time Sent: The date and time the notification was sent or attempted.

Status Date/Time: The date and time the status was last updated.